

The slide features three courseware covers at the top: 'BASIC OPERATOR CLASS FOR Radiology Technicians/Technologists - Aprima PRM 2011', 'Introduction to Electronic Medical Records V2', and 'Introduction to Practice Management V2'. Below the covers is the title 'PTG Courseware Overview' in large blue letters, followed by 'For Aprima PRM2011'. The name 'Jill Jaunty Courseware Development' is on the right. Logos for 'DIRECT THE MERCHANTILE INC. 1896' and 'ptg Physician Technology Group' are at the bottom.

Overview

This document provides a summary of the information presented in the **PTG Courseware Overview** video. This video addresses:

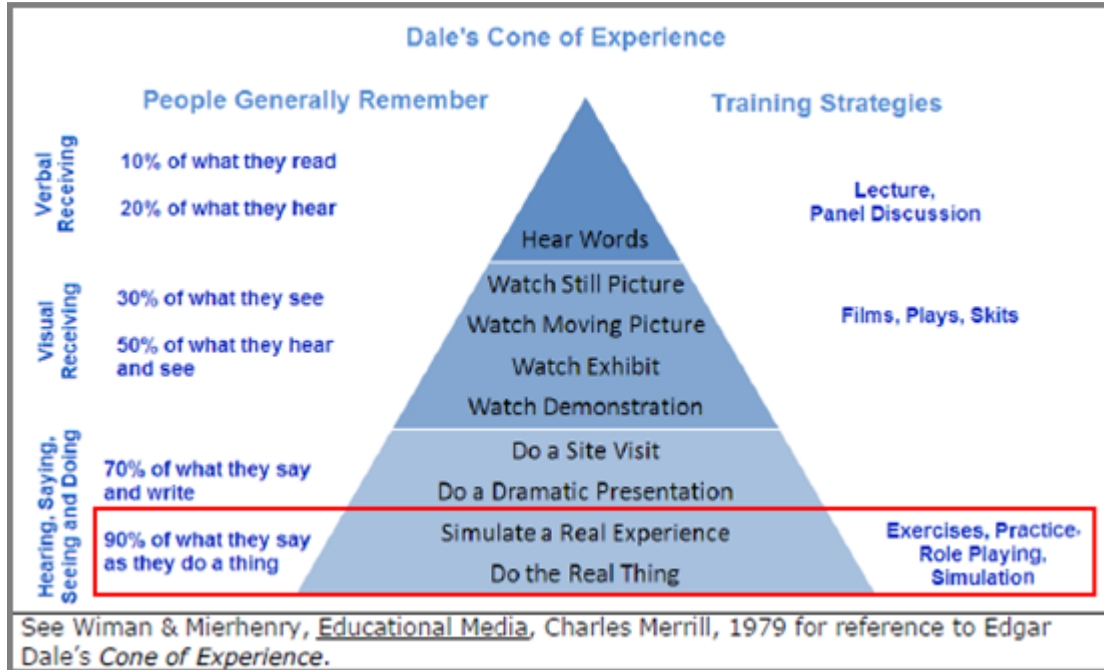
- Learning Retention
- Courseware Offering
- Intended Audience

Learning Retention

All the PTG Courseware and Sales materials are designed to transfer knowledge in the shortest time possible with the highest level of fidelity. Edgar Dale's Cone of Experience illustrates how people retain information and what contributes to retention.

People remember:

- 10% of what they read
- 20% of what they hear
- 30% of what they see
- 50% of what they hear and see
- 70% retention is possible if information is seen heard, documented, discussed, and is important to the audience member.
- 90% retention is possible when it is a hands-on experience and is practiced or repeated.



Database Details

The database used for classes and sales demonstrations is comprised of the following:

- 20+ patient charts with more than one previous visit
- 3-5 patients with just one previous visits
- 5-8 patients with no visits

The database is clean and the charts are thorough but not overwhelming. Visits in the charts are medically correct as are the demonstration scripts and the exercises in the courseware. The patient charts and visits have been reviewed by board certified physician.

The charts typically include:

- More than one visit; visits are related to gender, age, or medical history
- Lab results and vitals for graphing
- HM Alerts appropriate for age, gender or medical condition/history
- Attachments (most have annotations)
- Phone messages
- Overdue maintenance medications
- Patient Photos

Special Charts include:

- Pediatric Patient with immunizations recorded to showcase immunization record
- OB Patient with complete pregnancy/delivery recorded
- Dermatology Patient using SBC, Forms, Ink Option
- Charts using SBC, Text and Ink options

Practice Management Data:

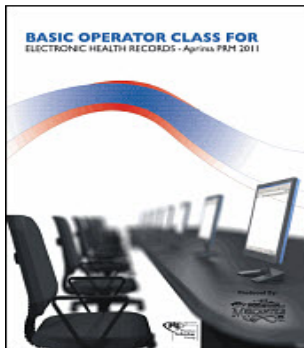
- Charges for 2010 and 2011 visits
- Insurance pending for primary and secondary carriers
- Patient responsibility balances
- Ability to run clean financial reports and balance

A Graphics File is available that contains the graphics used for any sales scripts or class exercises. It includes patient photos, X-rays, insurance cards, HIPAA consent forms, Advanced Directives, and lab results.

Available Products

- Basic Operator for Electronic Health Records - Aprima PRM 2011
- Basic Operator Class for Practice Management – Aprima PRM 2011
- Administrative Class for Aprima PRM 2011 Electronic Health Records & Practice Management
- Introduction to Electronic Medical Records Instructor and Student Edition
- Introduction to Practice Management Instructor and Student Edition
- EMR Demonstration Scripts
- Instructional Videos for Electronic Health Records and Practice Management Classes

Instructor Led Classes



These classes designed for medical office personnel are instructor led. Instructors and attendees use the same manuals. Classes are designed to be taught in 1.5 to 2 days.

There are measurable objectives at the beginning of every section and those objectives are reviewed and discussed at the end of each section under a title of *Objectives Met*. The use of objectives and objectives met is a quick and effective means of telling the audience what they will do, doing it, and telling them what they have done.

This series of manuals includes:

- Basic Operator for Electronic Health Records - Aprima PRM 2011
- Basic Operator Class for Practice Management – Aprima PRM 2011
- Administrative Class for Aprima PRM 2011 Electronic Health Records & Practice Management
- Instructor Notes

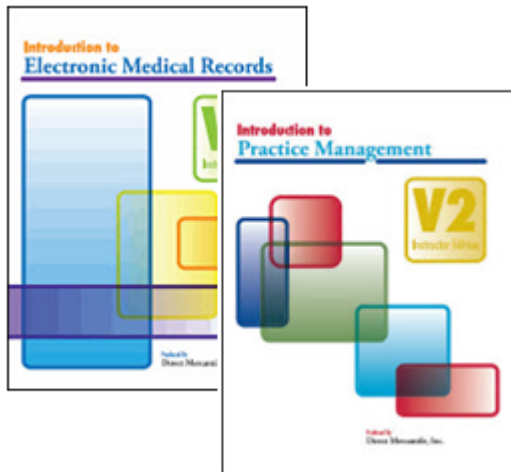
The Basic Operator Classes for EHR and PM cover the related daily activities in the clinic. The Administrative Manual covers List Editor items related to EHR and PM set up and also address set up functionality accessed from the Desktop. Additional topics available in the manual include: Edit KDB from List Editor, Custom Note Design, Automated Order Entry, Dynamic Procedure Note Setup, Vaccines, Fee Schedules and Allowed Amounts, and Security set up.

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The Instructor Notes manual includes:

- Detailed class outlines and information on courseware content
- Scripts for backing up and restoring the database, as well as other scripts used to update the database
- Crossword puzzle review exercise answer guide for EHR class

Self Paced Classes



These classes designed for educational institutions. They are self paced. At the beginning of each section, measurable objectives are stated. In each section the first exercise is a step-by-step, explanation of the concept. Each section concludes with review exercises.

The use of objectives and review exercises is a quick and effective means of telling the audience what they will do, doing it, and telling them what they have done.

Both the PM and EMR class have an Instructor Edition and a Student Edition.

These classes cover the same daily functions addressed the Basic Operator classes we teach to our medical clients. Videos are available for each section in both the PM and EMR classes. Each video demonstrates the first exercise in the associated section. The videos enhance learning because they provide the seeing and hearing that is missing in a self paced class. Most videos run 7 – 15 minutes in length.

The Student Editions include:

- Review exercises at the end of every section
- Information on submitting completed exercises

The Instructor Editions include:

- Instructor Notes at the end of every section
- Review exercise answer guides
- Grading guidelines to assist in evaluating student progress

We have found that the Instructor Edition is a great way to get new VAR employees up to speed on the products without the participation of other VAR personnel. The answer guides allow the new employee to evaluate his own work and correct mistakes if they are made. These manuals can also be used by a VAR when doing web-based training with clients.

This series of manuals includes:

- Introduction to Electronic Medical Records – Instructor Edition
- Introduction to Electronic Medical Records – Student Edition
- Introduction to Practice Management – Instructor Edition
- Introduction to Practice Management – Student Edition

Back Up and Restore Database

The database is very small. It can be backed up or restored in about 60 seconds. The Attachment database should be backed up and restored at the same time. It takes around 10 seconds.

It is imperative that a clean database be restored after every demonstration or class. This allows you to re-use the scripts and exercises and always get the same results. Just as attendees need repetition to improve their skills, so does a presenter. Reloading a clean database allows you to practice a presentation or class before presenting it.

The database can be used to test new software releases and to determine what all has changed in the new release. Databases are small enough that they can be customized and saved under a new name when that is appropriate.

Conclusion

Your best customer is your best trained customer. People don't look for new systems when they understand and know how to use what they have. When they are confident with a system they will be empowered and they will promote it; and they will promote the company that supports it for them.

The database, courseware and scripts are designed as a tool to present software concepts with early and repeated success. Confidence comes from seeing something work the way it is meant to with the least amount of confusion. When things go right, it all seems easy.

PTG has done the ground work for you. Now you can customize the database and tweak the scripts to meet your needs and the needs of your clients.

For additional information, please call:

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